ABSTRACT OF THE DISCLOSURE

CONTROLLING HOLD QUEUE POSITION ADJUSTMENT

5   A method, system, and program for allowing callers to adjust
in position within a hold queue are provided. An advancement
token earned by a caller while waiting in a hold queue is
detected. The advancement token is stored for redemption in a
future call by the caller according to an authenticated
10   identifier for the caller, wherein future redemption of the
advancement token will cause adjustment of a waiting position.
In particular, a caller in the call hold queue may earn
advancement tokens by answering questions posed by other callers
in the call hold queue, where the questions are answered in a
15   manner such that the other callers do not need additional aid
from a representative. In addition, a caller may redeem
advancement tokens earned in a previous hold queue while waiting
in current hold queue, where the redeemable advancement tokens
are accessible across multiple call centers according to the
20   caller identification.